EXTender™ 3000

Remote client device for single-users over ISDN networks

Designed for enterprises and call centers looking to extend corporate voice systems to teleworkers and home-based call center agents, MCK's EXTender 3000 is a remote client device that supports seamless remote access to corporate PBX/KTS systems and associated applications.

- Increases the effectiveness of telework initiatives
- Extends corporate PBX functionality and applications over ISDN networks
- Ensures superior voice quality
- Ensures Ease of use
- Leverages your legacy investments
- Works seamlessly with all leading PBX/KTS systems

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Increase the effectiveness of your telework initiatives

As more and more companies realize the benefits of teleworking, many are challenged to integrate remote workers' home offices with critical business systems like corporate voice and data networks. To be truly productive, remote workers need home-based access to critical network resources, including a high-speed data connection and a feature-rich telephone system. MCK's EXTender family of products addresses the needs of teleworkers, empowering them with easy and convenient access to all the same telephony features available at a corporate office or central call center, regardless of their geographic location. By enabling transparent access to home office workers through your main phone number, customers will appreciate the ease with which they can communicate with your organization. Teleworkers can work more efficiently and productively with seamless access to the corporate voice network from any location.

Designed for single-user, ISDN-based home networks, MCK's EXTender 3000 is a remote client device that supports seamless remote access to a corporate voice network and associated applications over ISDN lines. With its built-in ISDN line interface, remote users can easily connect their digital phone and PC into the EXTender 3000. The EXTender 3000 can be configured in a single user scenario with a switch unit at the corporate site and a remote unit in the home office or in a multi-user scenario with a PBXgateway® II[1] or PBXtender rack at the corporate site connected to multiple remote units at individual home offices. Users may choose to connect their computers to the office LAN over the same ISDN B-channel or take advantage of the second B-channel to provide a dedicated data channel to the office data network or a local Internet Service Provider. There are two versions available to provide flexibility in configuration; Model T uses the second B channel to emulate a terminal adapter allowing users to connect their PC to the LAN via a PPP dial-up connection, Model E uses the second B channel for data transmission through a 10Base-T Ethernet connection. Depending on the needs of the remote user, the second ISDN B-channel can also be used for analog applications such as fax or modem connection.

Ensures superior voice quality

The EXTender 3000 uses MCK's Remote Voice Protocol over IP (RVPoIP) to convert digital voice and phone signaling into highly efficient IP data packets, which can be transmitted over any TCP/IP network, while the device's sophisticated echo cancellation and noise detection algorithms ensure superior voice quality.

Ensures Ease of use

Teleworkers are able to use the same digital deskset that corporate employees use and are comfortable with. Installation is plug-and-play and set-up is easily accomplished using the phone display.

Leverages your legacy investments

MCK is committed to maximizing the utility of your existing TDM-based PBX by extending its functionality to teleworkers and home-based call center agents. The EXTender 3000 delivers seamless access to both voice and data networks over a single ISDN network connection to the corporate office, further reducing your cost structure and ensuring the effectiveness and efficiency of your telework initiatives. What's more, the EXTender 3000 allows you to use your existing phonesets, reducing your total cost of ownership and eliminating the need for additional user training.

Technical Specifications - EXTender™ 3000

System Details

Dimensions
- Size: 8.0" x 8.0" x 1.5" (205mm x 205mm x 40mm)
- Weight: 2.2 lbs (1 kg)

Operating Environment
- Temperature: 32° - 130° F (0° - 55° C)
- Relative humidity: 5 to 95% (non-condensing)

Key Features

- Call-on-demand
- ACD software compatible
- 32 kbps voice compression
- Software upgradeable via Flash ROM using the RS-232 port or the ISDN link
- Additional analog port available for second B channel

PBX/KTS Compatibility

The EXTender 3000 supports leading PBX protocols including:

- Alcatel: Omni PCX Enterprise and Office
- Avaya™: DEFINITY® ECS (release 3 or later)
- Ericsson: MD110 and BP250
- NEC: NEAX2000™ NEAX2400™, NEAX2400 IMX and Electra Elite
- Nortel: BCM, Meridian® and Norstar®

General Set-up Guidelines

- The EXTender 3000 works over ISDN BRI lines and has an internal line interface.
- For a single user, an EXTender 3000 Switch Unit is installed at the corporate PBX/KTS and an EXTender 3000 Remote Unit is installed at the home office.
- For multiple users, an EXTender 3000 Remote Unit is installed at each home office. All Remote Units are connected to either a PBXgateway II1 or an EXTender Rack.
- Data connection for model T is via a PPP dial up connection through a DB-9 to RS-232 and the data rate is Dedicated 57.6 kbps.
- Data connection for model E is via a 10Base-T Ethernet (ethernet cable included) and the data rate is a dedicated 64 kbps plus compression.

Connectors Included on Unit

- One RJ-11/RJ-45 for digital phone set
- One RJ-11 for analog device connection (remote module only)
- One RJ-45 10Base-T Ethernet for PC connection (optional)
- One DB-9 RS-232 for device management (both models) and data transmission (model T only)
- One RJ-45 for ISDN cable
- One power supply

Voice Protocols

- Voice compression algorithm: G.726 (32 kbps ADPCM)

Hardware

- Form factor: Small footprint; desktop or wall mountable unit

Power Supply

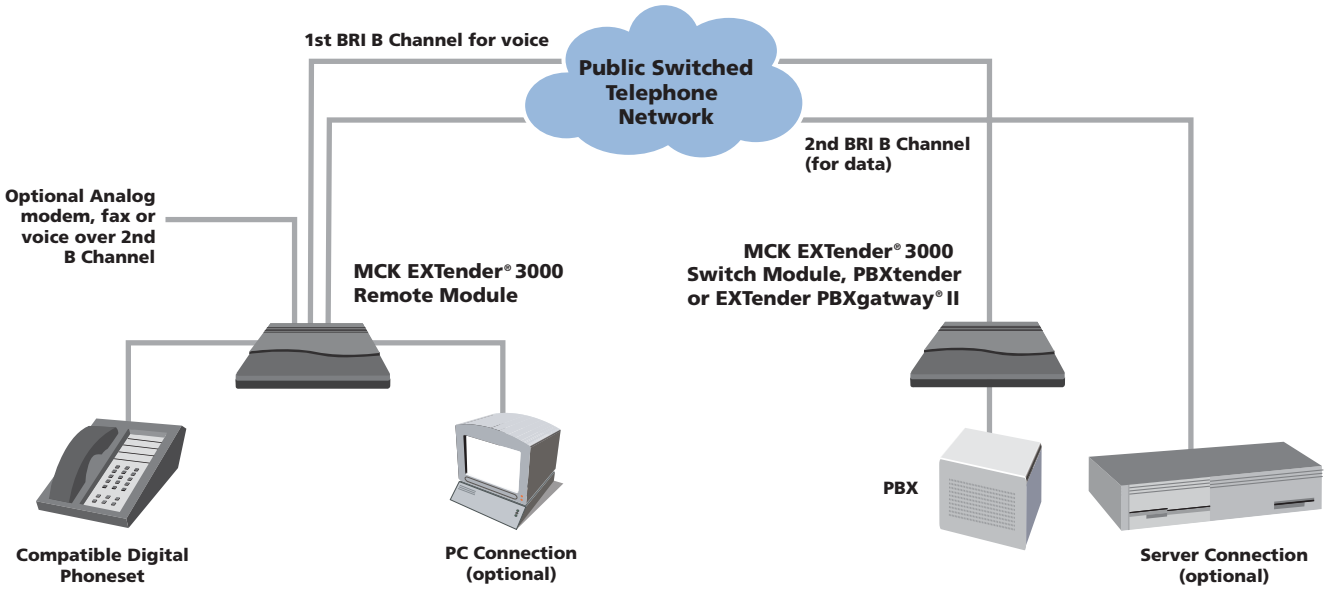
- External adapter (included)
- Line voltage: 120 VAC
- Frequency: 60 Hz
- Maximum power draw: 16 watts

Regulatory Approvals

- NRTL/C (CSA and UL), FCC Part 15 (Class A on Switch and Class B on Remote), FCC Part 68 and Industry Canada

Warranty

- One-year limited warranty for parts and labor including advance replacement when a unit is shipped back for repair. Effective January 1, 2004, advance replacement will be included on all products and will be retroactive to products purchased between January 1 and December 31, 2003.


1st BRI B Channel for voice
Public Switched Telephone Network
2nd BRI B Channel (for data)
Optional Analog modem, fax or voice over 2nd B Channel
MCK EXTender® 3000 Remote Module
MCK EXTender® 3000 Switch Module, PBXtender or EXTender PBXgatway® II
Compatible Digital Phoneset
PC Connection (optional)
PBX
Server Connection (optional)
HOME OR BRANCH OFFICE
CORPORATE OFFICE

Product specifications subject to change without notice.

*MCK's IP-based products utilize Voice over IP (VoIP) technology to deliver remote voice solutions. The voice quality of these solutions is dependent on variables such as available bandwidth, network latency and quality of service (QoS) initiatives, all of which are controlled by the network and Internet service providers. Because these variables are not in MCK's control, it cannot guarantee the performance of the user's IP-based remote voice solution.

Software release 3.1 is required for direct termination of frame relay. MCK, the MCK logo, MCK EXTender, PBXgateway, RVP and RVPoIP are trademarks of Citel Technologies Ltd.
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